

SUPPORT AND COMPLAINTS

ATME B.S.C (c) (**ATME**) strives to offer our clients (**you**) premium support. You may reach out to ATME for any queries, suggestions or complaints on the following channels:

Support Requests:

1. You can contact us via email at support@atme.com. If you email us your support requests, please use your email address that is registered on your account with ATME.
2. For institutional and high net worth clients, you may contact your designated relationship manager's telephone number. If you contact your designated relationship manager. If you email your relationship manager, please use your email address that is registered on your account with ATME. If you call your relationship manager, please use the telephone number registered on your account with ATME.

Our support hours are 9AM to 5PM weekdays excluding official calendar holidays of the Kingdom of Bahrain.

We will respond to your emailed support requests within 2 business days of receipt.

Complaints:

If your matter is a complaint or you are not satisfied with a resolution to your support request you have the option to submit a complaint to ATME on the following channels:

1. You can email your complaint to complaints@atme.com. Please title your email subject with the word 'Complaint'. Please email your complaint from the email address that is registered on your account with ATME.
2. You may mail us at ATME B.S.C (c), Office 1206, 12th floor, Bahrain Financial Harbour - West Tower (Building 1459), Road 4626, Manama - Seafront (Block 346), Kingdom of Bahrain. Please title your letter's subject with the word 'Complaint'.

ATME will acknowledge your complaint with a reference number within 5 business days of receipt. We will respond to the subject of your complaint within 30 days of receipt. In some complex cases the final complaint resolution may extend beyond this period. If this is the case, ATME will apprise you of any changes and expected response times.

If your complaint is in relation to ATME operating its business continuity plan, ATME will respond to you citing its policy.

If ATME does not respond to your complaint within 30 days of receipt or you are not satisfied with ATME's resolution of your complaint you may direct your complaint to the Central Bank of Bahrain, within 30 days of ATME's final or expected response, on the following channels:

1. Online via Central Bank of Bahrain's complaint form at <https://www.cbb.gov.bh/complaint-form/>.
2. By email to complaint@cbb.gov.bh.
3. By telephone to the Central Bank of Bahrain's Consumer Protection Unit at +973 17547789.
4. By mail addressed to the Central Bank of Bahrain's Consumer Protection Unit at PO Box 27, Manama, Kingdom of Bahrain.